

## Videoconferencing Around the World: A How-to Guide

**Y**ou can videoconference with anyone almost anywhere in the world and save time and money. For example, bringing one person to the Phoenix metropolitan area from Sweden for a three hour meeting would cost \$1,800 - \$2,000 for airfare, hotel, ground transportation, meals, and travel time compared to \$600 for one three-hour videoconference. Here's how to make the videoconference happen:

- 1) **Reserve your MAG RVS unit** for the day and time required for your videoconference and for the required test call. Remember to take into account the differences in time zones. It is recommended that the test call be conducted at least 24 hours prior to the actual videoconference meeting.
- 2) **Determine the location** of the person with whom you want to videoconference. You may want to ask this person to assist you with Steps 3 and 4, if necessary.
- 3) **Check with public facilities** such as colleges, universities, and government agencies in the person's area to find an available H.320-compatible videoconferencing facility. If none is appropriate or available, try Step 4.
- 4) **Check with private facilities** such as Kinko's ([www.kinko's.com](http://www.kinko's.com)), [www.proximity.com](http://www.proximity.com), [www.regus.com](http://www.regus.com) for nearby videoconferencing locations.
- 5) **Contact the videoconferencing facility** and arrange for use of their videoconferencing facility for the day and time required. Be sure to arrange payment for any required fee and arrange for a separate test call prior to your actual videoconference.
- 6) **Contact the person** with whom you will videoconference and give them the videoconference day, time, and location. Advise the person of who is responsible for payment for the videoconference and confirm the payment arrangement.
- 7) **Perform the test call** prior to the videoconference. Your Site Coordinator can assist you with this step.
- 8) **Arrive at least 15 minutes prior** to the videoconference to set up and make final preparations for the videoconference.
- 9) **Conduct your videoconference.**
- 10) **Document your RVS usage** by completing the appropriate form and sending it to the MAG RVS office. Your Site Coordinator can assist with documentation.

**C**ongratulations! You and your MAG Committee are using the MAG Regional Videoconferencing System to reduce vehicle trips, help keep our air clean, and save time. Here are a few tips to help your meeting run smoothly when you have remote audio and/or video participants.

## **BEFORE THE MEETING**

Before the meeting begins, check with your MAG staff liaison to find out who is attending via audio conference and videoconference. As people are coming into the meeting room, speak to the remote participants briefly to acknowledge their attendance as they also “virtually” join the meeting.

## **AT THE BEGINNING OF THE MEETING**

Ask your MAG staff liaison to document the meeting attendance via roll call. Then, ask any other remote participants to identify themselves to the group. If more remote participants join the meeting while it is in progress, have them introduce themselves to the group. Remind remote participants to audio mute themselves unless they are talking by pressing #5 on the phone if they are audio conferencing or F8 on the wireless keyboard if they are videoconferencing.

## **DURING THE MEETING**

When presentations or handouts are used, remind the remote attendees of how they may access these materials during the meeting. Check with your MAG staff liaison for details.

Encourage the involvement of the remote participants by asking them specifically if they have questions or comments during any discussion and after presentations; and then pause briefly to allow the remote participants time to unmute their sites and respond.

During any question and answer follow-up, repeat the question asked to ensure that all attendees can hear the question clearly.

It is recommended that a roll call vote be taken for all votes of Committee business where remote attendees are present at the meeting.

Avoid coughing, carrying on side conversations, rustling paper or tapping objects near the microphone. Mute your microphone if these things cannot be avoided.

## **AT THE END OF THE MEETING**

Thank the remote participants for their attendance via the MAG Regional Videoconferencing System. The remote sites can hear side conversations, until the RVS is disconnected and the microphones are turned off.

## Job Interviews Via Videoconference: A How-to Guide

**Y**ou can save time and money as well as increase your potential pool of job candidates by interviewing them via videoconference. For example, bringing a candidate to the Phoenix metropolitan area from Atlanta, Georgia for a one-hour interview would cost \$900 – \$1,100 for airfare, hotel, ground transportation, meals, and travel time compared to \$200 for a one-hour videoconference. Here's how to make the videoconference happen:

- 1) **Reserve your MAG videoconferencing unit** for the appropriate day and time by contacting your Regional Videoconferencing System (RVS) Site Coordinator.
- 2) **Determine whether you or the candidate will research the closest available videoconferencing facility** and choose step 2a or 2b below:
  - 2a) **You do the research** – Check with the resources listed below to find a facility:
    1. Local colleges, universities, government agencies (approx. \$0 - \$60/hour)
    2. [www.kinkos.com](http://www.kinkos.com) (approx. \$200/hour) or [www.proximity.com](http://www.proximity.com) (approx. \$200/hour)
  - 2b) **Candidate does the research** – Contact the candidate and have him or her find the closest publicly available videoconferencing facility that is H.320 compatible. Suggest the resources listed in step 2a above and advise the person of who is responsible for payment for the videoconference. Have the candidate call you back with the facility contact information.
- 3) **Contact the videoconferencing facility** directly and reserve their videoconferencing unit for the appropriate length of time, including the necessary test call prior to the actual interview. If you are interviewing several candidates in succession, remember to leave a sufficient amount of time in between candidates for interview preparation.
- 4) **Contact the candidate** to inform them of the videoconferencing location and time and confirm the payment arrangement for the videoconference.
- 5) **Perform the pre-arranged videoconference test call** prior to the actual interview. Your RVS Site Coordinator can assist with this step.
- 6) **Help the candidate to feel at ease** by opening with a little small talk about being on “TV,” the weather, etc. This will make sure the equipment is working properly and help both of you adjust to the look and feel of the videoconference quickly.
- 7) **Conduct the interview.**
- 8) **Document your RVS usage** by completing the required form and send it to the MAG RVS office.